



UNITED STATES MARINE CORPS  
MARINE CORPS RECRUIT DEPOT/WESTERN RECRUITING REGION  
SAN DIEGO, CALIFORNIA 92140-5001

DepO 1754.2

1E

21 JUN 1996

DEPOT ORDER 1754.2 *w/ch 1*

From: Commanding General  
To: Distribution List

Subj: RELOCATION ASSISTANCE PROGRAM (RAP)

Ref: (a) MCO 1700.24A  
(b) MCO 1754.3

Encl: (1) Letter of Appointment Format  
(2) Check-In/Check-Out Sheet-MCRD 1085/11 (Rev 6-93)  
(3) Relocation Assessment/Screening-MCRD 1754/17  
(Rev 3-95)  
(4) Marine Corps Recruit Depot/WRR Outbound Relocation  
Assessment  
(5) Overseas Screening and Resolution  
(6) Standard Installation Topic Exchange Service (SITES)  
(7) Needs Assessment  
(8) Customer Satisfaction Survey

Reports Required: I. Installation Commander RAP Assessment  
(Report Control Symbol EXEMPT),  
par 4c(7)  
  
II. Installation Inspector Summary (Report  
Control Symbol EXEMPT), par 4d  
  
III. NAVCOMPT Form 2025 Obligation of Funds  
(Report Control Symbol DN-7303-01),  
par 4e  
  
IV. Relocation Assistance Program (RAP)  
Quarterly Report (Report Control Symbol  
DD-1754-02), par 4f(4)

1. Purpose. To publish instructions and set forth procedures for the Relocation Assistance Program aboard Marine Corps Recruit Depot/WRR.

2. Background. In order to assist service members and their families in preparing for a Permanent Change of Station (PCS), it is important that they be provided timely information and assistance to prepare for relocation. Reference (a) provides initial guidance for relocation assistance offered at the Family Service Center (FSC). Reference (b) establishes a Relocation Assistance Center (RAC) at the Family Service Center (FSC), publishes instructions and provides further guidance on the Relocation Assistance Program (RAP) administration.

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3. Information. It is the Marine Corps policy to provide standardized support for relocating active duty service members and their families. The RAC is responsible for providing accurate information and support services to enable timely decisions by DoD personnel and their families concerning the relocation process.

4. Action

a. Commanding Officers and Officers-in-Charge

(1) Establish procedures to inform and provide access to RAP services for service members and their families undergoing PCS orders.

(2) Provide service members in receipt of PCS orders adequate time to clear/settle in at the installation, while considering personal needs and mission requirements.

(3) Incorporate and provide relocation/community orientation briefing at the command indoctrination for all personnel within the first 60 days of arriving at the command.

(4) Units or departments required to appoint Relocation Assistance Coordinating Committee (RACC) representatives will appoint in writing, a primary and an alternate representative to the RACC, using enclosure (1) format.

(a) RACC appointees should hold a position with a level of responsibility which allows them to represent the Commanding Officer or Officer-in-Charge and should be knowledgeable in their unit or department's policies and procedures.

(b) Transfer or reassignment of a primary and/or alternate RACC representative will require a new letter of appointment, using enclosure (1) format, which must be submitted to the RAC Manager at the FSC.

(5) Incorporate the use of the RAC into command check-in and check-out procedures using enclosure (2).

(6) Departments or units responsible for providing personnel administrative services will ensure that all service members, upon notification/receipt of PCS orders, receive enclosure (3) prior to reporting to the RAC for outbound needs assessment, enclosure (4), and if applicable, overseas screening. Guidelines for overseas screening and resolution are identified in enclosures (4) and (5).

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(7) Departments or units responsible for providing administrative personnel services will also incorporate enclosure (3) into their turnover folders/desk top procedures to ensure continuity in PCS procedures.

b. RTR (Drill Instructor School), H&S BN (Recruiter School), and H&S BN (Marine Corps Enlisted Commissioning Education Program)

(1) If inbound information is required, provide the RAC with a copy of the class roster in order that student "Welcome Aboard Packages" can be assembled for mailing in a timely manner.

(2) Welcome Aboard Packages will be created to suit each school appropriately.

(3) Ensure all students receive a relocation briefing, by a member of the RAC staff, and provisions should be made to provide relocation services prior to graduation.

c. Assistant Chief of Staff, G-1

(1) Establish a RAC at the FSC that is prominently visible and accessible to all installation personnel.

(2) Ensure the RAC is allocated sufficient resources and adequately staffed with managerial level personnel to accomplish program requirements.

(3) Establish the RACC to ensure coordination and integration of a cohesive and comprehensive relocation program.

(4) On the 1st and 15th day of each month, provide the RAC with a report of all inbound personnel.

(5) Provide a list of Military Occupational Specialties (MOSs) and an updated listing of Monitored Command Codes (MCCs) of all Marine Corps installations to the RAC on a quarterly basis. Submit not later than the 5th working day of the first month of the quarter.

(6) Provide the RAC with a copy of all orders for outbound personnel.

(7) Submit the Annual Installation Commander RAP Assessment (Report Control Symbol EXEMPT) specifically addressing requirements of reference b, par 6h(6) to CMC (MHF) by 15 December.

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d. Depot Inspector. Submit the Installation Inspector Summary (Report Control Symbol EXEMPT) specifically addressing the requirements of reference (b) to CMC (MHF) no later than 15 December annually.

e. Assistant Chief of Staff, Comptroller. Submit NavCompt Form 2025, Obligation of Funds, to CMC (MHF) by the 5th working day of each month. Include object classification code and work year, per reference (b). NAVSO P1000 establishes this reporting requirement. Report Control Symbol DN-7303-01 applies.

f. Relocation Assistance Center

(1) Submit results of Customer Satisfaction Surveys to the Depot Inspector by 1 December for incorporation into the Installation Inspector Summary Report.

(2) Obtain Welcome Aboard Packages for all branches of the Armed Forces and make them available for review by outbound personnel or those who are interested in submitting duty options.

(3) Establish and coordinate the RACC.

(4) Submit the RAP Quarterly Report using enclosure (1) of reference (b). Submit to CMC (MHF) by the 10th working day from close of the quarter.

(5) Ensure data for the Standard Installation Topic Exchange Service (SITES) is updated quarterly and submitted to Defense Manpower Data Center (DMDC) within the established time frames.

(6) Maintain a sufficient supply of Welcome Aboard Package materials so that packages can be provided in a timely manner.

(7) Provide pre-departure services to include an outbound needs assessment using enclosure (4), video tapes of each of the 18 major Marine Corps installations, a SITES booklet which provides local community and base information for the new duty station. Enclosure (6) provides a list of information provided in SITES.

(8) Provide arrival information and services, to include an assigned sponsor upon request, an individual needs assessment (enclosure (7)), and check-in procedures and presentation of a RAC Customer Satisfaction Survey (enclosure (8)).

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g. Relocation Assistance Coordinating Committee (RACC)

(1) The RAP Manager will coordinate RACC meetings quarterly, or as needed.

(2) The RACC will:

(a) Gather data for the Annual Installation Command RAP Assessment, specifically addressing the requirements of reference (b), paragraph 6h(6) (Report Control Symbol EXEMPT), to CMC (MHF), by 15 December.

(b) Ensure that the information needed for the SITES booklet is accurate.

(c) Encourage installation-wide cooperation and collaboration on relocation matters.

(3) The chairperson and members of the committee will be appointed in writing. The following permanent members shall comprise the MCRD RACC:

- (a) Relocation Assistance Center Representative
- (b) Military Family Housing Office Representative
- (c) Traffic Management Office Representative
- (d) Military Personnel Office Representative
- (e) Finance Office Representative
- (f) BOQ/BEQ Representative
- (g) Child Development Center Representative
- (h) Branch Medical Clinic Representative
- (i) Branch Dental Clinic Representative
- (j) Legal Office Representative
- (k) Manager, Career Resource Management Center
- (l) Chaplain's Office Representative

(m) RTR Personnel Administration Center,  
Representative

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- (n) H&SBN, S-1 Representative
  - (o) Recruiter School Representative
  - (p) 12th Marine Corps District Representative
  - (q) Drill Instructors School Representative
  - (r) Morale, Welfare, and Recreation Representative
  - (s) Coast Guard Tactical Law Enforcement Representative
- (4) Consulting members of the RACC will include, but will not be limited to, the following:

(a) Assistant Chief of Staff, G-1

~~(b) Officer Wives Club President~~

~~(c) Enlisted Wives Club President~~

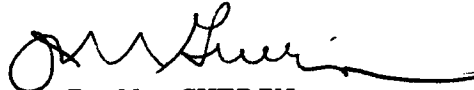
<sup>b</sup>  
~~(d)~~ American Red Cross Representative

<sup>c</sup>  
~~(e)~~ Navy/Marine Corps Relief Society Representative

~~(f) Key Volunteer Coordinators~~

<sup>d</sup>  
~~(d)~~ *Quality of Life Coordinator*

5. Applicability. This Order applies to all active duty personnel, reserve personnel on extended active duty, and to transitioning personnel separating or retiring from active duty, and their legal family members. It further applies to retired members and their legal family members on a space available basis for information and referral services only.



J. M. GUERIN  
Chief of Staff

DISTRIBUTION: A

Copy to: U.S. Coast Guard (PACAREATACTET)



UNITED STATES MARINE CORPS  
MARINE CORPS RECRUIT DEPOT/WESTERN RECRUITING REGION  
1600 HENDERSON AVENUE SUITE 238  
SAN DIEGO, CALIFORNIA 92140-5001

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1E

MAY 27 1998

DEPOT ORDER 1754.2 Ch 1

From: Commanding General  
To: Distribution List

Subj: RELOCATION ASSISTANCE PROGRAM (RAP)

1. Purpose. To direct pen changes to the subject order.

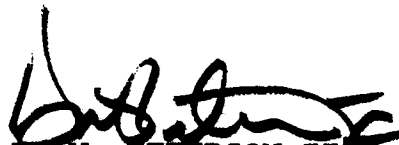
2. Action

a. In paragraph 4.g(4), delete subparagraphs (b), (c) and (f).  
Label subparagraphs (d) and (e).

b. Insert the following to paragraph 4.g(4):

"(d) Quality of Life Coordinator"

3. Filing Instructions. This change transmittal will be filed  
immediately following the signature page of the basic Directive.

  
H. W. PETERSON III  
Chief of Staff

DISTRIBUTION: A

Copy to: U. S. Coast Guard (PARCAREATACTET)

LETTER OF APPOINTMENT FORMAT

1754.2  
21 JUN 1996

HEADING

1754  
1E  
(date)

From: (Unit Commanding Officer)  
To: Relocation Assistance Program Manager, Family Service Center,  
Marine Corps Recruit Depot, San Diego, CA 92140-5023  
Subj: LETTER OF APPOINTMENT TO THE RELOCATION ASSISTANCE COORDINATING  
COMMITTEE (RACC)  
Ref: (a) DepO 1754.2

1. The following personnel are hereby appointed to the RACC. They will be guided in the performance of their duties by the reference. Further, another source for information is interaction with the Relocation Assistance Center.

PRIMARY

Rank/Title/Name  
Organization/Section  
Telephone number

ALTERNATE

Rank/Title/Name  
Organization/Section  
Telephone number

(Commanding Officer)  
(signature)

Copy to:  
(Marines assigned)

ENCLOSURE (1)



## CHECK-IN/OUT-SHEET

MCRD 1085/11 (Rev. 4-96)

Name (Last, First, Initial)	Rank	SSN	MOS	<input type="checkbox"/> Check In <input type="checkbox"/> Check Out
<input type="checkbox"/> Joined <input type="checkbox"/> Separation <input type="checkbox"/> Transferred <input type="checkbox"/> Reassignment <input type="checkbox"/> TEMINS/TAD				Effective Date:

From: (Activity)	To: (Activity/Home Address)
------------------	-----------------------------

X = Indicates Activity required to check-in/check-out

Activity	Bldg No	Initial In	Initial Out	Activity	Bldg No	Initial In	Initial Out
Morale, Welfare and Recreation	10			Battalion CO/XO			
Boat House	136			Battalion Adjutant			
Recreation Equipment Warehouse Issue	239			Battalion Sergeant Major			
Dental (Prior to Dispensary)	595			Battalion Chaplain			
Dispensary	596			Battalion Admin Chief			
Family Services Center	26			Battalion Personnel Chief			
Relocation Assistance Center	26			Battalion Mail Orderly			
Education Center	26			Battalion Property (S-4)			
Reading Test	26			Battalion Training (S-3)			
Navy Relief HRS 9-1 M to F	26			Battalion Career Planner			
Red Cross	26			Company CO/XO			
Legal Assistance	12			Company First Sergeant			
Library				Company Training NCO			
Exchange Cash Office				PPAB Personnel Chief			
Post Office/Locator				SRB Chief			
Pass & I. D. Section, PMO	614			SRB Clerk/Meal Card			
Traffic Management Office	129			Orders Chief			
Property Control Warehouse	145			Unit Diary Chief			
Housing Office	625			RTR Mail Orderly	28		
BEQ Manager (Transit/Perm Pers/BOQ)	625			RTR S-4	28		
Armory	319			RTR Career Info Office	28		
Work Section/OIC/NCOIC				Org Prop Room (OP D.I. Only)	145		
Fitness Report (E-5 and Above)				Company Gunny (E-5 Below)			
Pro & Con (E-4 and Below)				Pay Clerk (S-1)			
				MCI Clerk (Co)			

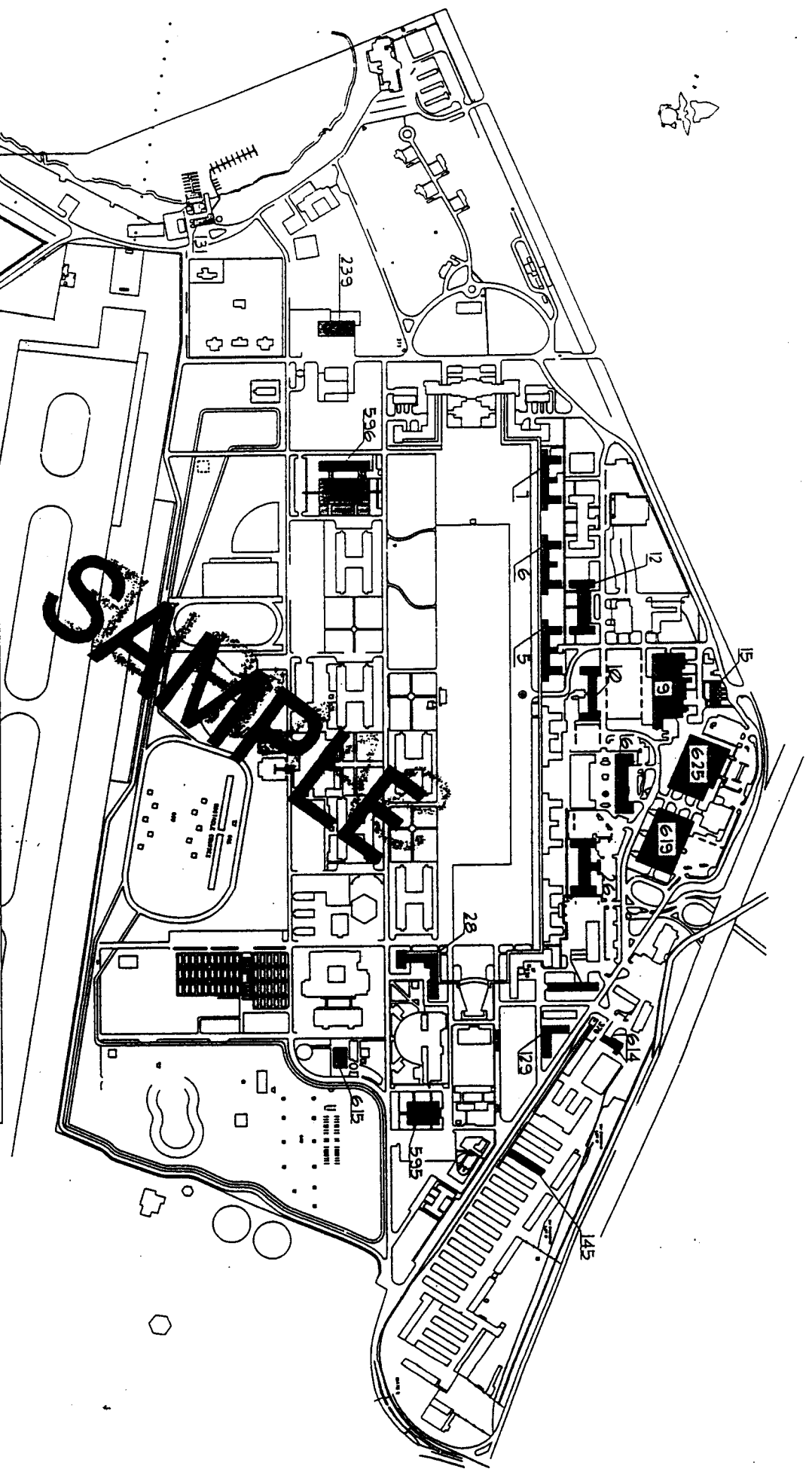
I hereby certify that I am not indebted to any of the activities or agencies listed on this list, that I do not have in my possession any material or equipment other than that which I am authorized to retain, and that I do not have any matter of a classified nature.

Signature

Date

- |                      |     |                     |         |
|----------------------|-----|---------------------|---------|
| LIBRARY              | 1   | THO                 | 129     |
| POST OFFICE          | 9   | BOAT HOUSE          | 131     |
| MMR                  | 10  | PCO/ORG PROP RM     | 145     |
| EXCHANGE CASH OFFICE | 16  | REC EQUIP WAREHOUSE | 239     |
| LEGAL AGST.          | 12  | ARMORY              | 615     |
| HQSVCBN              | 15  | DENTAL              | 595     |
| RED CROSS            | 26  | DISPENSARY          | 596     |
| NAVY RELIEF          | 26  | PHO PASS & ID       | 614     |
| FSC                  | 26  | HOUSING OFFICE      | 625     |
| RAC                  | 26  | BEA (TRANSIT/PERM.) | 619/625 |
| RTR/MAIL/5-4/CAREER  | 28  | SYCO                | 5M      |
| ED CENTER/READ TEST  | III | SACO                | 5       |
|                      |     | HQCO                | 6       |

MARINE CORPS RECRUIT DEPOT EXISTING CONDITIONS AS OF JANUARY 96	
DATE	
DRAWN BY: CPL MONTANO	NOT PREPARED TO SCALE
PUBLIC WORKS OFFICE	



**RELOCATION ASSESSMENT/SCREENING****MCRD 1754/17 (Rev. 3-95)****21 JUN 1996**

From: ☐ Headquarters & Service Battalion, S-1  
☐ Recruit Training Regiment, PAC  
☐ 12th Marine Corps District  
☐ Branch Medical Clinic  
☐ Branch Dental Clinic  
☐ USCG PAC Area Tactical Law Enforcement

Date:

To: Relocation Assistance Center (RAC), Family Service Center, Building 26

Rate/Rank Print Name: (Last, First, MI)

SSN:

I understand I am required to report to the Relocation Assistance Center (RAC), Building 26, in accordance with SECNAVINST 1754.6, MCO 1700.24A, MCO 1754.3 and COMDINST 5400.20, because I am in receipt of Permanent Change of Station (PCS) orders. I further understand that this form must be completed by a RAC staff member and personally returned to the Admin office within 10 working days of the above date.

Service Member's Signature:

Date:

Destination: (New Duty Station/Command)

Estimated Detachment Date: (EDD)

Estimated Date of Arrival: (EDA)

**FIRST ENDORSEMENT**

From: Relocation Assistance Center (RAC), Family Service Center, Building 26

To: ☐ Headquarters & Service Battalion, S-1  
☐ Recruit Training Regiment, PAC  
☐ 12th Marine Corps District  
☐ Branch Medical Clinic  
☐ Branch Dental Clinic  
☐ USCG PAC Area Tactical Law Enforcement

I certify that the service member listed above has reported to the Relocation Assistance Center for relocation assessment/screening.

Date Reported to RAC:

Print Name: (Last, First, MI)

Signature:

Relocation Services:

☐ SITES  
☐ WAP Request  
☐ Automap  
☐ Maps  
☐ Branch Medical Overseas Screening  
☐ No Services Required  
☐ Other  
☐ Comments:

1754.2  
DATE 21 JUN 1996  
PRIORITY?

### PRIVACY ACT STATEMENT

Public Law 93-579 (The Privacy Act of 1974), effective 27 September 1975, requires you be advised of the following: **AUTHORITY:** 44 U.S.C., Section 3101; 5 U.S.C., Section 307. **PURPOSE:** The soliciting of this information is to enable the Relocation Assistance Center in preparing you for your relocation to your new command. **ROUTINE USES:** The information solicited is voluntary. It is the first step toward obtaining adequate support from the Marine Corps Relocation Assistance Program. Your social security number is used as a means of personal identification.

Will your family be moving at the same time as you? Please explain if answer is no.

☐ Yes      ☐ No

Do you have pets?      ☐ Yes      ☐ No

Will you be taking them with you? ☐ Yes ☐ No

If going overseas, do you need information regarding shipment of pets overseas?

☐ Yes      ☐ No

**Do you have any family member(s) enrolled in the Exceptional Family Member Program (EFMP)? If yes, list name(s) and relationship to sponsor.**

☐ Yes      ☐ No

Are you taking leave en route? ☒ Yes ☐ No

Have you ever made a PCS move? ☐ Yes ☐ No

☐ CONUS      ☐ Overseas

Stationed at destination command before? ☐ Yes ☐ No

**Do you have any family members who are physically or mentally challenged?**

☐ Yes ☐ No

**Do you have any special housing needs?**

☐ Yes      ☐ No

**Do you need any health, special education, or EFMP referral information?**

☐ Yes      ☐ No

Please list: \_\_\_\_\_

Relationship	Sex	Age
--------------	-----	-----

**List family members residing with you:**

Relationship	Sex	Age
--------------	-----	-----

\_\_\_\_\_

\_\_\_\_\_

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Present Housing☐ BEQ / BOQ☐ Military Family Housing☐ Civilian Rental☐ Homeowner

In Military Family Housing, have you notified the Housing Office?

☐ Yes ☐ No

Have you completed your Notice of Intent to Vacate Quarters?

☐ Yes ☐ No

Do you know what you have to do to clear quarters?

☐ Yes ☐ No

If you are currently renting in the civilian community, do you need to break a lease?

☐ Yes ☐ No

Are you aware of what you need to do to break a lease?

☐ Yes ☐ No

Do you own your own home?

☐ Yes ☐ No

If you are currently selling your home?

☐ Yes ☐ No

Will you be leasing your home during your absence?

☐ Yes ☐ No

Do you need property management information?

☐ Yes ☐ NoHousehold Goods

Will you ship your household goods?

☐ Yes ☐ No

What type of move are you planning?

☐ Government☐ DITY☐ DITY and Government

How many vehicles do you own? \_\_\_\_\_

Future Housing☐ BEQ/BOQ ☐ Military Family Housing☐ Civilian Rental ☐ Homeowner

Have you been assigned a sponsor from your gaining command?

☐ Yes ☐ No

If YES, name and rank: \_\_\_\_\_

If NO, would you like a sponsor?

☐ Yes ☐ No

Do you understand the role of a sponsor?

☐ Yes ☐ No

Will you be taking a househunting trip prior to your move?

☐ Yes ☐ NoTransfer Needs/Concerns☐ Sponsorship Request Form☐ Family Registration Form☐ SITES Printout☐ Automap☐ Places Rated Almanac☐ Chamber of Commerce☐ Welcome Aboard Package Request☐ Moving Costs & Endorsements☐ Welcome Package from Housing☐ Child Care☐ Local School Information☐ Medical Service Information☐ Employment☐ Cultural & Community Orientation☐ Relocation Stress Management Class☐ Other \_\_\_\_\_\_\_\_\_\_  
\_\_\_\_\_\*\*\*\*\* TIME STATS \*\*\*\*\*

\_\_\_\_\_ 15 Minutes \_\_\_\_\_ 30 Minutes

\_\_\_\_\_ 45 Minutes \_\_\_\_\_ 1 Hour

\_\_\_\_\_ Other (Explain) \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

# OVERSEAS SCREENING AND RESOLUTION

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WHO	ACTION
All Departments and Units who provide personnel administrative services.	Receive notification of overseas assignment (PCS) orders on Service Member.  Prepare Relocation Assessment/Screening form - MCRD 1754/17 (Rev. 3-95).  Send Service Member to the Relocation Assistance Center for assessment/screening with completed form.
FSC, Relocation Assistance Center	Review relocation assessment/screening form - MCRD 1754/17 (Rev. 3-95).  Schedule screening appointment or conduct relocation assessment/screening.  Review questions, identifying those in the overseas screening section concerning special family needs or concerns.  Identify Service Members enrolled in the Exception Family Member Program (EFMP), or if a need is identified, provide enrollment paperwork and begin enrollment process.  Non-medical/educational issues or concerns will be identified and addressed. Resolution will vary depending on issues/concerns, but will be handled by providing local information, requesting needed information and/or by referral to military or civilian agencies or resources.  Refer Service Member to Branch Medical for completion of the overseas screening process.  Forward a copy of the Relocation Assessment/Screening Form to Branch Medical.  Alert Branch Medical if Service Member is currently enrolled in the EFMP or if the Service Member has begun the enrollment process at the time of the screening.

(Continued on next page)

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**WHO**

**ACTION**

FSC, Relocation Assistance  
Center (continued)

Identify specific concerns  
regarding availability of  
facilities to support the  
family needs.

Branch Medical

Reviews information received.

Ensure medical needs can be  
met at the new duty station  
prior to recommending to the  
Commanding Officer that the  
service member is suitable for  
assignment to that location.

## STANDARD INSTALLATION TOPIC EXCHANGE SERVICE (SITES)

SITES is the single DoD automated relocation information retrieval system, providing access to information on all major DoD installations worldwide.

### WHAT DOES SITES DO?

SITES provides immediate base and community information to servicemembers moving to a new location.

### WHAT INFORMATION CAN BE FOUND IN SITES?

#### 8 Major Category Groupings

#### SITE

- Overview Site
- Regulations
- Commonly Referenced Numbers
- Major Unit Listing
- Site Transportation
- Commissary & Exchange Operations
- Must Know Items

#### COMMUNITY

- General Information Community
- Overview Community
- Area Demographics
- Events Calendar
- Attractions
- Cultural
- Recreation
- Civic Organizations
- Shopping
- Social Services
  - ^ State & Community Agencies
  - ^ Private Agencies
  - ^ Non-Profit Agencies
- Religious Activities
- Community Transportation

#### EDUCATION

- General Information Education
- Public & DoDDs Schools
- Private Schools
- Colleges & Universities
- Adult/Continuing Education
- Special Education

#### EMPLOYMENT

- Overview Employment
- Area Employment Demographics
- Federal Civilian Employment for Spouses
- Employment Resources
  - ^ Full Time
  - ^ Temporary
  - ^ Non-Paid Volunteers
- Chambers of Commerce
- Private Sector Employment
- Government Employment
- Professional/Occupational Licensure

#### HEALTH

- Overview Health
- Services Provided
- Medical
  - ^ Medical Treatment Facility Directory
  - ^ Health Benefits Advisor - CHAMPUS
  - ^ NAVCARES
  - ^ Community Hospitals
  - ^ Dental Clinic
    - > Clinic Directory
  - ^ Dependent Dental Plan
- Wellness

#### HOUSING

- Overview Housing
- Housing Allowances
- Area Housing Demographics
- Government Housing
- Community Housing
- Utilities



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## RELOCATION

- General Information Relocation
- Overview Relocation
- Financial Preparedness
- Exceptional Family Member Program (EFMP)
- Household Goods Shipments
  - ^ Housing In-Bound Shipments
  - ^ Housing Out-Bound Shipments
  - ^ Housing Claims
  - ^ Housing Weight Allowances
- POV Shipments
  - ^ POV In-Bound Shipments
  - ^ POV Out-Bound Shipments
  - ^ POV Claims
- Pet Information
  - ^ Licensing
  - ^ Quarantines
  - ^ Pet Transportation
- Reporting Procedures
  - ^ PCS
    - > Inprocessing
    - > Outprocessing
  - ^ TDY - TAD
  - ^ Separation
- Temporary Lodging
  - ^ Billeting
  - ^ FamCamp - Campground
- Travel

## SUPPORT SERVICES

- General Information Support Services
- Overview Support Services
- Single Member Services
- Crisis Management
- Family Centers
- Morale, Welfare, and Recreation
- Chapel Services & Programs
- Child - Youth Services
  - ^ Overview Child - Youth Services
  - ^ On-Site Services
- Area Services
- Related Programs
  - ^ Drug & Alcohol
  - ^ Family Advocacy
  - ^ Legal Assistance
  - ^ Other Services

## 21 JUN 1996

ENCLOSURE (7)

1754.2  
21 JUN 1996

**For Office Use Only**

**Date:**

**Initials:**

**FERRALS:**

REQUIRED

PROVIDED

COMMENTS

## Base Housing



## Family Services



## Finance

☐

### Transition Assistance

☐

□

## Retired Affairs



□

## Child Care



□

## Employment

☐

**Q**

**Exceptional Family Member**

□

□

**Navy Relief / Red Cross**

□

□

**Medical / Dental**☐

□

**Other**

COMMENTS

**FOLLOW-UP REQUIRED**

**CONTACT RECORD**[illegible]

CUSTOMER SATISFACTION SURVEY

1754.2

21 JUN 1996

**RELOCATION  
ASSISTANCE  
CENTER**

**CUSTOMER SATISFACTION  
SURVEY**



1. IS THE RELOCATION ASSISTANCE CENTER CONVENIENTLY LOCATED? ☐ YES ☐ NO
2. ARE THE RELOCATION ASSISTANCE CENTER HOURS OF 0730-1800 CONVENIENT? ☐ YES ☐ NO
3. DID A STAFF MEMBER GREET YOU? ☐ YES ☐ NO
4. DID YOU RECEIVE PROMPT SERVICE? ☐ YES ☐ NO
5. WHICH STAFF MEMBER ASSISTED YOU? \_\_\_\_\_
6. WERE YOU ASSISTED IN A PROFESSIONAL AND COURTEOUS MANNER? ☐ YES ☐ NO
7. WERE YOUR QUESTIONS / CONCERNS ANSWERED TO YOUR SATISFACTION: ☐ YES ☐ NO
8. WERE THE SERVICES / RESOURCES HELPFUL IN PROVIDING NEEDED INFORMATION? ☐ YES ☐ NO
9. WERE THE SERVICES / RESOURCES HELPFUL IN RELIEVING STRESS FOR THIS PCS? ☐ YES ☐ NO

IF YOU ANSWERED "NO" TO ANY OF THE ABOVE QUESTIONS, PLEASE EXPLAIN.

---

---

WHAT CAN WE DO TO IMPROVE OUR SERVICES?

---

---

NAME: \_\_\_\_\_

DATE: \_\_\_\_\_

ENCLOSURE (8)